

# CUSTOMER SERVICE STANDARDS



## GENERAL ADMINISTRATIVE SERVICES RESPONSE TIME

<b>Tel</b>  <b>TELEPHONE ANSWERING: WITHIN 3 RINGS</b>	<b>LANGUAGE</b>  <b>ENGLISH &amp; SETSWANA</b>	<b>24 Hours (External)</b>  <b>DAILY BUSINESS EMAIL COMMUNICATION</b>  <b>SOCIAL MEDIA, SMS / WHATSAPP QUERIES AND REQUESTS</b>	<b>3 Days (Turnaround time)</b>  <b>EMAIL QUERIES, COMPLAINTS AND REQUESTS</b>  <b>LETTER MAIL &amp; FORMAL CORRESPONDENCES</b>  <b>MEDIA INQUIRIES, QUESTIONNAIRES &amp; REQUESTS FOR INTERVIEWS</b>	<b>5 Days</b>  <b>PRO FORMA INVOICE FOR REGISTRATION FEES</b>
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## FINANCE AND ADMINISTRATION:

<b>Open Tender: Requisition to Award Procurement:120 days</b>	<b>Selective Tender: Requisition to Award Procurement:60 days</b>	<b>Micro Procurement: Requisition to Award Procurement:5 days</b>	<b>Payments to creditors 15th &amp; 30th every month</b>	<b>Contract Drafting Procurement &amp; Legal: 14 days</b>
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## TECHNICAL SERVICES TIMELINES

These timelines reflect the time that the application is at BoMRA and the applicant's time to respond to outstanding queries.

### PRODUCT EVALUATION & REGISTRATION

#### REGISTRATION ASSESMENT PROCESS

Applicants will be given 2 cycles to respond to queries.

### PHARMACOVIGILANCE & CLINICAL TRIALS:

 <b>ADR reports: email, phone, Mobile App, Web</b>	 <b>Acknowledgement of receipt of the report:Response within 24 hours</b>	 <b>Approval of Clinical Trials</b>	 <b>Approval of Advertisement /Promotional Materials</b>
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### REGISTRATION OF HUMAN MEDICINES:

<b>2 Months</b>  <b>Screening For Applications:</b>	<b>WHO Collaborative Registration Procedure:</b>  <b>90 Days</b>	<b>Normal process:</b>  <b>36 months</b>	<b>Expedited / Fast tracked products:</b>  <b>12 months</b>	<b>Products partly manufactured locally:</b>  <b>24 months</b>	<b>Products fully manufactured locally:</b>  <b>18 months</b>
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### VARIATION FOR HUMAN MEDICINES:

### REGISTRATION OF COMPLEMENTARY MEDICINES:

<b>2 Months</b>  <b>Screening For Applications:</b>	<b>Normal process:</b>  <b>24 months</b>	<b>Expedited / Fast tracked products:</b>  <b>8 months</b>	<b>Products partly manufactured locally:</b>  <b>18 months</b>	<b>Products fully manufactured locally:</b>  <b>12 months</b>
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### EXEMPTION FROM REGISTRATION:

 <b>48 Hours</b>	<b>Medical devices</b>  <b>72 Hours</b>
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### INSPECTION AND LICENSING:INSPECTION SERVICES

 <b>1. Inspection of Distributor/ retailer</b>	 <b>A new facility: 4 weeks</b>	 <b>Renewal: 6 weeks</b>	 <b>Expedited inspection: 2 weeks</b>	 <b>2. Inspections of Manufacturers:</b>	 <b>a) Local manufacturer: 45 days</b>	 <b>b) International Manufacturer:100 days</b>
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### IMPORT/EXPORT CONTROL SERVICES

 <b>1. Issuance of import/export permits for medicines:48hrs</b>	 <b>2. Issuance of import/export permits for samples:48hrs</b>	 <b>3. Issuance of transit permits:24hrs</b>	 <b>4. Issuance of permits for Narcotics, Psychotropics and precursor chemicals:48hrs</b>	 <b>5. Issuance of import permits for cosmetics:48hrs</b>
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